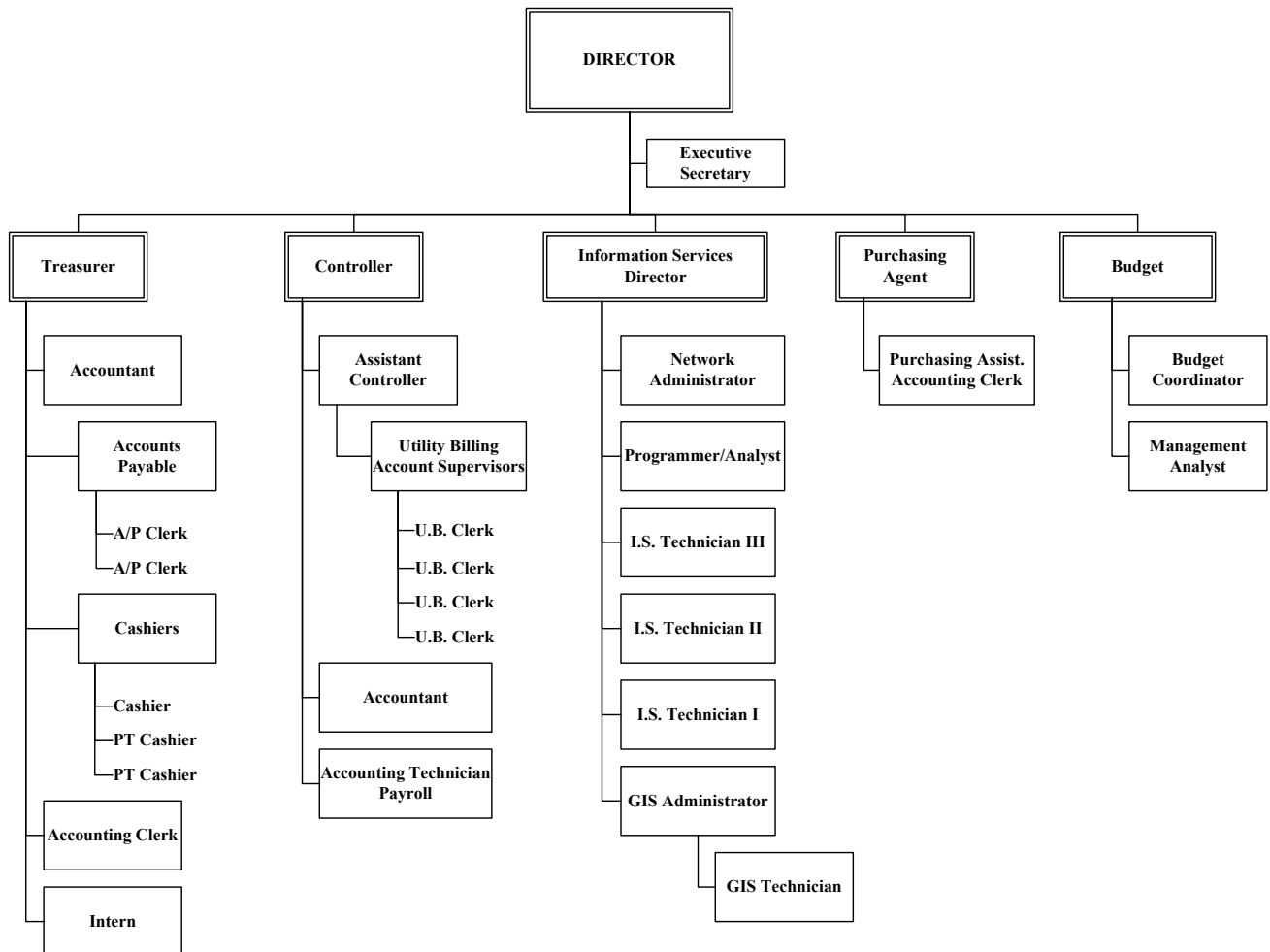


Department Organization

Finance & Information Services

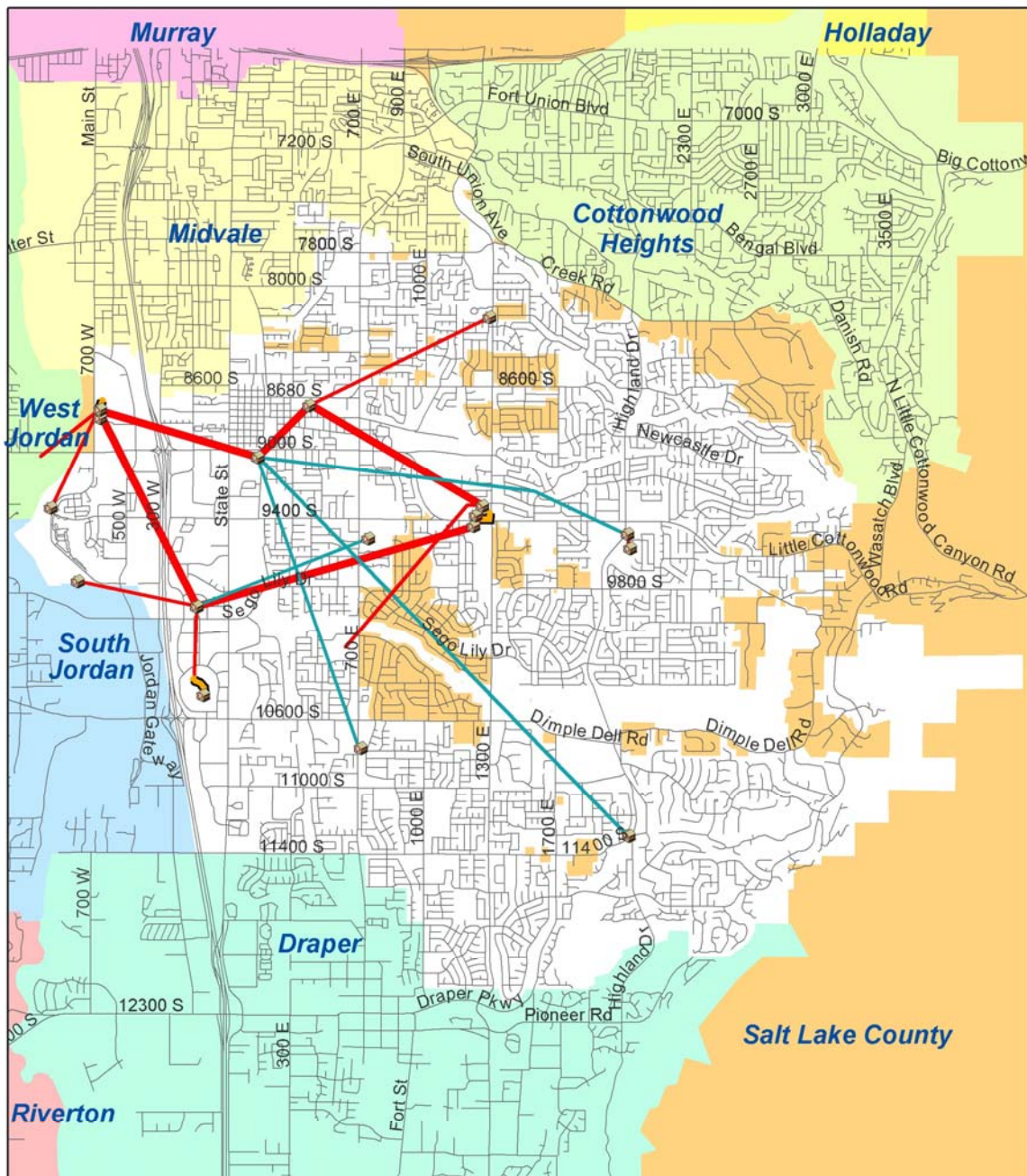


Department Description

The Finance & Information Services department has the responsibility of acting as the gatekeeper for the city. The department provides budget, purchasing, accounting, utility billing, and funding direction for the city.

Department Mission

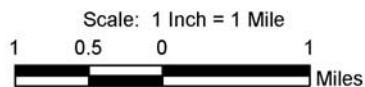
The mission of the Finance & Information Services department is to provide information and support services for city administration, operating departments, and citizens in accordance with applicable requirements and regulations.



Legend

- T-1
- Wireless 10
- Fiber
- Wireless 18

Information Systems Network



Produced by Sandy City GIS
 Jason DeWitt, GIS Technician
 April 15, 2005

Policies & Objectives**Finance & Information Services Administration**

- Maintain AA+ bond rating.
- Maintain adequate fund balance / working capital reserves for each fund.
- Maintain a high debt payoff ratio (65% or more of principal in 10 years).

Five-year Accomplishments

- Maintained AA+ bond rating.
- Increased general fund balance reserve from 8.4% of estimated revenues to 11.5% of estimated revenues.

Significant Budget Issues

No significant budget issues.

Budget Information

| Department 170 | 2005 Actual | 2006 Actual | 2007 Actual | 2008 Estimated | 2009 Approved |
|--------------------------------|------------------------|------------------------|------------------------|---------------------------|--------------------------|
| Financing Sources: | | | | | |
| General Taxes & Revenue | \$ 223,454 | \$ 217,469 | \$ 210,690 | \$ 188,914 | \$ 183,009 |
| Administrative Charges | | | | | |
| 31415 Information Services | 31,043 | 30,672 | 78,835 | 79,080 | 95,711 |
| Total Financing Sources | \$ 254,497 | \$ 248,141 | \$ 289,525 | \$ 267,994 | \$ 278,720 |
| Financing Uses: | | | | | |
| 411111 Regular Pay | \$ 159,894 | \$ 169,590 | \$ 178,505 | \$ 172,737 | \$ 188,408 |
| 411113 Vacation Accrual | - | 510 | 640 | - | - |
| 411121 Seasonal Pay | - | 2,888 | 2,805 | - | - |
| 411131 Overtime/Gap | - | - | - | 500 | 500 |
| 411211 Variable Benefits | 31,423 | 34,401 | 36,191 | 32,762 | 37,751 |
| 411213 Fixed Benefits | 10,827 | 10,336 | 11,296 | 11,097 | 11,984 |
| 411214 Retiree Health Benefit | 3,774 | 4,803 | 5,078 | 2,824 | 1,543 |
| 41132 Mileage Reimbursement | - | 171 | 22 | 200 | 200 |
| 4121 Books, Sub. & Memberships | 1,714 | 1,574 | 1,594 | 1,500 | 1,500 |
| 41231 Travel | (190) | 785 | 2,198 | 2,500 | 2,500 |
| 41232 Meetings | 530 | 1,125 | 715 | 500 | 500 |
| 41234 Education | 1,500 | 1,500 | 1,500 | 2,500 | 2,500 |
| 41235 Training | - | - | 588 | 500 | 500 |
| 412400 Office Supplies | 1,686 | 1,620 | 2,927 | 3,600 | 3,600 |
| 412440 Computer Supplies | - | - | - | 285 | 285 |
| 412490 Miscellaneous Supplies | 709 | 233 | 38 | 300 | 300 |
| 412511 Equipment O & M | 900 | 689 | 238 | 300 | 300 |
| 412611 Telephone | 1,114 | 850 | 916 | 1,127 | 1,153 |
| 41379 Professional Services | - | 60 | 20,239 | - | - |
| 414111 IS Charges | 40,035 | 16,287 | 23,723 | 28,992 | 19,426 |
| 4174 Equipment | 581 | 719 | 312 | 5,770 | 5,770 |
| Total Financing Uses | \$ 254,497 | \$ 248,141 | \$ 289,525 | \$ 267,994 | \$ 278,720 |

| Staffing Information | Bi-weekly Salary | | Full-time Equivalent | | |
|--------------------------------|-------------------------|----------------|-----------------------------|----------------|----------------|
| | Minimum | Maximum | FY 2007 | FY 2008 | FY 2009 |
| Appointed - Category 1: | | | | | |
| Director | \$ 3,092.00 | \$ 4,869.90 | 1.00 | 1.00 | 1.00 |
| Regular: | | | | | |
| Executive Secretary | \$ 1,168.80 | \$ 1,840.90 | 1.00 | 1.00 | 1.00 |
| Seasonal: | | | | | |
| Intern | \$ 9.43 | \$ 15.08 | | | |
| Total FTEs | | | 2.00 | 2.00 | 2.00 |

ACCOUNTING

- Ensure compliance with the State Fiscal Procedures Act in order to receive an unqualified opinion from independent auditors.
- Earn the Government Finance Officers Association (GFOA) Excellence in Financial Reporting Award.
- Prepare and distribute a monthly budget report on or before the tenth day of each month.

ACCOUNTS PAYABLE

- Ensure all payments comply with current city policy.
- Train departments on accounts payable, purchasing, travel, and city credit card policy.
- Pay 95% of all invoices on time.

PAYROLL

- Process payroll and associated payroll liabilities in an accurate and timely manner.
- Submit accurate quarterly and annual payroll returns by state and federal due dates.

RECEPTION & PBX

- Answer main city lines within three rings.
- Greet public providing directions and information in a knowledgeable and courteous manner.

TREASURY

- Train departments on proper cash procedures.
- Ensure compliance with the State Money Management Act.
- Implement Automated Clearing House (ACH) payments for utility customers.

UTILITY BILLING

- Process all utility bills within three days after the meter read date.
- Collect 99.95% of the amount billed (less than 0.05% write-off rate).

Five-year Accomplishments

- Received 20 consecutive Excellence in Financial Reporting Awards from the GFOA.
- Implemented new utility billing software to enhance customer service, improve billing efficiencies, and meet reporting requirements.
- Implemented eCARE, which allows customers to make online payments and retrieve account information.
- Integrated the accounting for the Sandy Arts Guild into the city's financial system without additional accounts payable, cashiering, or payroll personnel.
- Implemented GASB 34 changing the overall financial statements.
- Implemented GASB 44 which increased the requirements for the CAFR's statistical section.
- Improved cashiering processes with the adoption of a new cashier policy which focuses on accountability and internal controls. Business license and ambulance payments are now processed in central cashiering, and new cash handling procedures have been implemented at River Oaks Golf Course.
- Enabled electronic vendor payments for payroll liabilities and other items.
- Implemented the "budget billing" alternative for customers.

Governmental accounting continues to increase in complexity as the public requires more accountability of the use of public funds. The Governmental Accounting Standards Board (GASB) recently issued Statement 34. This statement made sweeping changes to the scope and content of required financial statements prepared by governmental entities. Additionally, the GASB issued Statement 44 which substantially increased the requirements for the statistical section of the Comprehensive Annual Financial Report (CAFR). We implemented GASB 34 during fiscal year 2004 for fiscal year ended 2003 and GASB 44 in fiscal year 2006 which continues to substantially impact our workload. We anticipate ongoing training and change to our current accounting processes in order to continue to comply with the intent of these and other reporting requirements.

The city has been fortunate to obtain money for completion of capital projects to provide services to our citizens through federal grants and low-interest bonding. The use of federal grants and creative financing tools like special improvement districts and sales tax and revenue bonds also requires additional accounting and compliance with federal and state laws.

An increasing percentage of our citizenry is sophisticated in the use of technology. We have many requests to provide more of our services in an electronic environment. We continue to dedicate time and resources to meet these requests where possible.

The measures that follow allow us to monitor our performance on the policies and objectives stated above and on our use of funds allocated to the Financial Services division.

| Measure (Fiscal Year) | 2005 | 2006 | 2007 | 2008* | 2009** |
|-----------------------------------|-------------|-------------|-------------|--------------|---------------|
| ACCOUNTING | | | | | |
| Monthly Budget Reports prepared: | | | | | |
| on time | 9 | 10 | 11 | 12 | 12 |
| 1-3 days late | 2 | 2 | 1 | - | - |
| more than 3 days | 1 | - | - | - | - |
| ACCOUNTS PAYABLE | | | | | |
| Invoices processed annually | 25,466 | 25,634 | 25,975 | 25,500 | 26,000 |
| % of invoices paid late | 3.33% | 3.32% | 3.28% | 3.50% | 3.50% |
| PAYROLL | | | | | |
| Payroll checks processed annually | 18,713 | 18,472 | 19,197 | 19,600 | 19,600 |
| W-2's issued | 957 | 985 | 1,004 | 1,070 | 1,070 |
| TREASURY | | | | | |
| Cash receipts processed annually | 333,009 | 343,113 | 349,439 | 357,500 | 365,000 |
| UTILITY BILLING | | | | | |
| Number of Accounts by Utility: | | | | | |
| Water | 26,907 | 27,196 | 27,489 | 28,000 | 28,200 |
| Waste Collection | 23,065 | 23,274 | 23,399 | 23,500 | 23,600 |
| Storm Water | 24,535 | 24,627 | 24,806 | 25,000 | 25,100 |
| Street Lighting | 900 | 633 | 527 | 142 | 75 |
| Utility Billing Write-offs: | | | | | |
| Dollar Amount | \$8,271 | \$13,268 | \$19,995 | \$13,400 | \$13,400 |
| % of Sales | 0.044% | 0.056% | 0.079% | 0.050% | 0.050% |
| Number of Accounts | 126 | 182 | 261 | 190 | 190 |

* Estimated based on actual data through March 24, 2008.

** Targets for performance indicators and projections for workload indicators.

Significant Budget Issues**Finance Services**

No significant budget issues.

Budget Information

| Department 1720 | 2005 Actual | 2006 Actual | 2007 Actual | 2008 Estimated | 2009 Approved |
|---------------------------------|------------------------|------------------------|------------------------|---------------------------|--------------------------|
| Financing Sources: | | | | | |
| General Taxes & Revenue | \$ 328,511 | \$ 297,412 | \$ 320,164 | \$ 364,732 | \$ 314,856 |
| Administrative Charges | | | | | |
| 31411 Redevelopment Agency | 5,018 | 5,883 | 8,136 | 6,969 | 7,488 |
| 31412 Water | 378,047 | 434,820 | 451,770 | 457,335 | 504,182 |
| 31413 Waste Collection | 177,893 | 140,615 | 126,931 | 124,566 | 133,474 |
| 31414 Fleet Operations | 51,895 | 58,922 | 37,474 | 40,137 | 44,945 |
| 31415 Information Services | 17,581 | 23,098 | 40,906 | 60,948 | 54,748 |
| 31416 Storm Water | 64,277 | 60,388 | 64,909 | 57,286 | 56,904 |
| 31417 Alta Canyon Sports Center | 6,787 | 9,100 | 11,438 | 8,528 | 10,595 |
| 31418 Golf | 3,439 | 4,430 | 4,498 | 4,198 | 4,508 |
| 31419 Sandy Arts Guild | - | - | 244 | 595 | 573 |
| 314110 Recreation | - | - | 1,692 | 1,913 | 2,079 |
| 314111 Risk Management | - | - | 5,258 | 6,732 | 6,950 |
| Total Financing Sources | \$ 1,033,448 | \$ 1,034,668 | \$ 1,073,420 | \$ 1,133,939 | \$ 1,141,302 |
| Financing Uses: | | | | | |
| 411111 Regular Pay | \$ 614,728 | \$ 597,552 | \$ 624,176 | \$ 675,106 | \$ 689,101 |
| 411113 Vacation Accrual | 6,336 | 17,458 | 2,389 | - | - |
| 411121 Seasonal Pay | 8,394 | 11,518 | 9,728 | 20,023 | 20,423 |
| 411131 Overtime/Gap | 1,638 | 18 | 5 | 2,500 | 2,500 |
| 411211 Variable Benefits | 129,035 | 128,315 | 133,392 | 146,623 | 148,865 |
| 411213 Fixed Benefits | 106,495 | 100,621 | 98,265 | 106,559 | 104,234 |
| 411214 Retiree Health Benefit | 3,643 | 3,785 | 4,678 | 4,650 | 3,056 |
| 41132 Mileage Reimbursement | 670 | 854 | 1,286 | 1,500 | 1,500 |
| 4121 Books, Sub. & Memberships | 2,777 | 2,202 | 2,402 | 2,000 | 2,000 |
| 41231 Travel | 1,400 | 3,129 | 4,065 | 1,450 | 1,450 |
| 41232 Meetings | 318 | 896 | 378 | 500 | 500 |
| 41235 Training | 4,148 | 1,641 | 2,753 | 6,000 | 6,000 |
| 412400 Office Supplies | 9,572 | 8,843 | 9,052 | 13,000 | 13,000 |
| 412440 Computer Supplies | 2,072 | 3,119 | 3,909 | 1,244 | 1,244 |
| 412445 Billing Supplies | 13,358 | 13,561 | 15,843 | 15,000 | 15,000 |
| 412511 Equipment O & M | 1,348 | 1,382 | 1,409 | 3,000 | 3,000 |
| 412611 Telephone | 8,484 | 6,798 | 7,149 | 9,636 | 9,489 |
| 41379 Professional Services | - | - | 65 | 4,000 | 4,000 |
| 414111 IS Charges | 83,141 | 103,516 | 111,177 | 106,765 | 110,940 |
| 4173 Building Improvements | - | - | 1,224 | 9,383 | - |
| 4174 Equipment | 35,891 | 29,460 | 40,075 | 5,000 | 5,000 |
| Total Financing Uses | \$ 1,033,448 | \$ 1,034,668 | \$ 1,073,420 | \$ 1,133,939 | \$ 1,141,302 |

Budget Information (cont.)
Finance Services

| Staffing Information | Bi-weekly Salary | | Full-time Equivalent | | |
|------------------------------------|------------------|-------------|----------------------|---------|---------|
| | Minimum | Maximum | FY 2007 | FY 2008 | FY 2009 |
| Appointed - Category 1: | | | | | |
| City Treasurer | \$ 2,240.00 | \$ 3,528.00 | 1.00 | 1.00 | 1.00 |
| Regular: | | | | | |
| Controller | \$ 2,086.40 | \$ 3,286.10 | 1.00 | 1.00 | 1.00 |
| Assistant Controller | \$ 1,943.20 | \$ 3,060.50 | 0.00 | 1.00 | 1.00 |
| Accountant II | \$ 1,704.00 | \$ 2,683.80 | 1.00 | 0.00 | 0.00 |
| Accountant | \$ 1,418.40 | \$ 2,234.00 | 1.00 | 2.00 | 2.00 |
| Accounting Technician | \$ 1,345.60 | \$ 2,119.30 | 1.00 | 1.00 | 1.00 |
| Utility Billing Lead Supervisor | \$ 1,345.60 | \$ 2,119.30 | 1.00 | 0.00 | 0.00 |
| Accounts Payable Specialist | \$ 1,089.60 | \$ 1,716.10 | 2.00 | 2.00 | 2.00 |
| Utility Billing Account Supervisor | \$ 944.00 | \$ 1,486.80 | 5.00 | 4.00 | 4.00 |
| Accounting Clerk | \$ 944.00 | \$ 1,486.80 | 0.00 | 1.00 | 1.00 |
| Cashier | \$ 944.00 | \$ 1,486.80 | 1.00 | 1.00 | 1.00 |
| Part-time: | | | | | |
| Cashier | \$ 11.80 | \$ 18.59 | 2.25 | 2.25 | 2.25 |
| Seasonal: | | | | | |
| Intern | \$ 9.43 | \$ 15.08 | 1.00 | 1.00 | 1.00 |
| Total FTEs | | | 17.25 | 17.25 | 17.25 |

| Fee Information | 2005 Approved | 2006 Approved | 2007 Approved | 2008 Approved | 2009 Approved |
|---|------------------|------------------|------------------|------------------|------------------|
| 3184 Collection Fees | | | | | |
| Non Metered Accounts | | | Constable Fees | | |
| Returned Checks | | | | | |
| Returned from Bank | \$25 | \$25 | \$25 | \$25 | \$25 |
| To Legal Department for Collection | \$40 | \$40 | \$40 | \$40 | \$40 |
| Sundry Billings | | | | | |
| To Legal Department for Collection | \$175 | \$175 | \$175 | \$175 | \$175 |
| 31491 Sale of Maps, Copies & Information | | | | | |
| Audit | \$20 | \$25 | \$25 | \$25 | \$25 |
| Budget Book | \$20 | \$25 | \$25 | \$25 | \$25 |
| 31497 Franchise Application Fee | \$550 | \$550 | \$550 | \$550 | \$550 |
| 31496 IRB Review Fee | \$2,825 | \$2,825 | \$2,825 | \$2,825 | \$2,825 |
| 3116 Innkeeper Fee - per Ordinance | 1.5% | 1.5% | 1.5% | 1.5% | 1.5% |

BUDGET

Provide timely, relevant financial information to facilitate the City Administration and Council in making planning and policy decisions.

- Estimate revenues conservatively. Actual general fund revenue should exceed the budget by 1 to 3 percent.
- Provide needed information and advice during the budget process.
- Be fair when considering budget requests given city resources and priorities.

Communicate the final budget effectively to the public, media, city employees, auditors, bonding agencies, and other interested parties.

- Prepare a budget document that meets the criteria for the GFOA's Distinguished Budget Presentation Award.
- Make the final budget available within 15 working days after the start of the fiscal year in book form, on the city network, and on the internet.

Serve as a valuable resource to city departments by providing the financial information and feedback necessary for the lawful and efficient operation of city government.

- Publish budget documents and reports that are accurate.
- Review monthly budget reports showing amendments and comparisons of year-to-date budget vs. actual figures.

PURCHASING

Procure high-quality services and supplies in a timely manner at a competitive price.

- Process requisitions daily.
- Process purchase orders daily.
- Support departments by answering questions and providing training.
- Bring departments on line with the State Purchasing Card (VISA) System.

Promote an ethical environment in which vendors can fairly compete for city business.

- Monitor purchases for compliance with city ordinances and policies.
- Notify, when practical, all interested vendors of opportunities to bid.
 - o Maintain the database of interested vendors and the commodities or services that they provide.

Five-year Accomplishments

BUDGET

- Implemented a new budget book format intended to enhance accountability and the review process.
- Received four consecutive Distinguished Budget Presentation Awards from the Government Finance Officers Association (GFOA).
- Developed a comprehensive summary budget that serves as a "lifiable budget" for interested parties.

PURCHASING

- Created reports that track department compliance, and reduced non-compliance as illustrated on the next page.
- Added processes to the financial system for check requests, travel, and credit cards that work similar to the purchase order process and trained department buyers.
- Began implementation of a purchasing card pilot program.

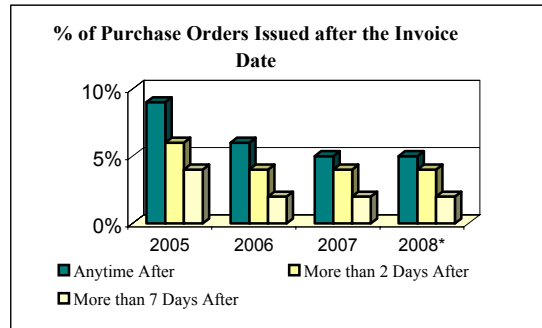
Performance Measures & Analysis

The past four budget documents have received the Distinguished Budget Presentation Award from the GFOA. Revenue forecasts are again generally underestimating actual collections. The unusually high variance for FY 2005 in the storm water fund was due to late fees and interest associated with a legal case. Only the recreation fund had a negative revenue variance in FY 2007 due to a timing issue with soccer fees. The recreation and storm water funds are expected to have only slight negative variances in FY 2008.

Performance Measures & Analysis (cont.)

Budget Services

Purchasing compliance continues to improve as illustrated in the chart to the right. During FY 2004, a TQM team implemented some changes to the purchasing process and conducted additional training. Department buyers have responded positively to the initiatives and an increasing number of purchase orders are now issued timely as illustrated in the chart.



| Measure (Fiscal Year) | 2005 | 2006 | 2007 | 2008* | 2009** |
|--|--------|-------|-------|-------|--------|
| BUDGET | | | | | |
| Accuracy Rate in Forecasting Revenue (actuals as + or - percent of forecast) | | | | | |
| General Fund | 7.6% | 10.3% | 10.3% | 1.4% | 2.0% |
| Recreation Fund | 2.1% | 1.3% | -4.3% | -0.4% | 1.0% |
| Storm Water Fund | 19.6% | 4.2% | 5.5% | -1.0% | 1.0% |
| Water Fund | -2.0% | 8.6% | 10.9% | 8.9% | 1.0% |
| Weekly Waste Collection Fund | 2.2% | 1.4% | 2.4% | 0.6% | 1.0% |
| Golf Fund | -11.0% | 1.6% | 3.1% | 1.6% | 1.0% |
| GFOA Distinguished Budget Presentation | | | | | |
| Award | Yes | Yes | Yes | Yes | N/A |
| PURCHASING | | | | | |
| Number of Purchase Orders Issued after the Invoice Date | | | | | |
| Anytime After | 9% | 6% | 5% | 5% | 4% |
| More than 2 Days After | 6% | 4% | 4% | 4% | 3% |
| More than 7 Days After | 4% | 2% | 2% | 2% | 1% |
| Number of Purchase Orders Issued | | | | | |
| Under \$1,000 - issued by the dept. | 5,170 | 4,800 | 4,817 | 4,325 | 4,335 |
| Under \$1,000 - issued by purchasing | 774 | 730 | 515 | 1,017 | 1,020 |
| Between \$1,000 and \$2,500 | 684 | 741 | 789 | 927 | 1,065 |
| Over \$2,500 | 622 | 652 | 701 | 776 | 850 |
| Number of Change Orders Processed | 420 | 525 | 419 | 484 | 550 |

* Estimated based on actual data through March 2008.

** Targets for performance indicators and projections for workload indicators.

Significant Budget Issues**Budget Services**

No significant budget issues.

Budget Information

| Department 1730 | 2005 Actual | 2006 Actual | 2007 Actual | 2008 Estimated | 2009 Approved |
|---------------------------------|------------------------|------------------------|------------------------|---------------------------|--------------------------|
| Financing Sources: | | | | | |
| General Taxes & Revenue | \$ 134,738 | \$ 229,451 | \$ 111,016 | \$ 118,947 | \$ 135,516 |
| Administrative Charges | | | | | |
| 31411 Redevelopment Agency | 5,524 | 6,238 | 10,222 | 8,828 | 7,923 |
| 31412 Water | 37,132 | 45,327 | 56,984 | 57,693 | 50,800 |
| 31413 Waste Collection | 4,874 | 9,813 | 13,888 | 13,511 | 14,014 |
| 31414 Fleet Operations | 22,773 | 21,941 | 15,529 | 19,643 | 21,571 |
| 31415 Information Services | 3,344 | 3,594 | 9,595 | 9,868 | 10,344 |
| 31416 Storm Water | 8,241 | 9,619 | 13,802 | 13,306 | 11,801 |
| 31417 Alta Canyon Sports Center | 4,868 | 6,149 | 9,329 | 6,512 | 6,580 |
| 31418 Golf | 3,394 | 4,275 | 5,039 | 5,328 | 3,987 |
| 31419 Sandy Arts Guild | - | - | 355 | 680 | 491 |
| 314110 Recreation | - | - | 1,662 | 1,777 | 1,834 |
| 314111 Risk Management | 3,344 | 3,594 | 7,013 | 6,582 | 4,834 |
| Total Financing Sources | \$ 228,232 | \$ 340,001 | \$ 254,434 | \$ 262,675 | \$ 269,695 |
| Financing Uses: | | | | | |
| 411111 Regular Pay | \$ 157,895 | \$ 182,385 | \$ 174,213 | \$ 172,852 | \$ 175,841 |
| 411113 Vacation Accrual | - | 946 | 731 | - | - |
| 411131 Overtime/Gap | - | 76 | 25 | - | - |
| 411211 Variable Benefits | 33,362 | 39,458 | 37,558 | 37,387 | 37,644 |
| 411213 Fixed Benefits | 21,493 | 22,389 | 24,823 | 30,067 | 31,011 |
| 411214 Retiree Health Benefit | 1,969 | 2,125 | - | - | - |
| 41131 Vehicle Allowance | 3,156 | 3,156 | 2,047 | 3,564 | - |
| 41132 Mileage Reimbursement | 40 | - | 86 | 50 | 50 |
| 41135 Phone Allowance | - | - | 134 | - | - |
| 4121 Books, Sub. & Memberships | 200 | 520 | 365 | 350 | 350 |
| 41231 Travel | 200 | 949 | 1,536 | 2,750 | 2,750 |
| 41232 Meetings | 35 | 569 | 839 | - | - |
| 41235 Training | - | - | 421 | 1,450 | 1,450 |
| 412400 Office Supplies | 715 | 770 | 403 | 800 | 800 |
| 412611 Telephone | 750 | 893 | 920 | 1,212 | 1,558 |
| 414111 IS Charges | 7,622 | 78,723 | 10,333 | 11,193 | 17,241 |
| 4174 Equipment | 795 | 7,042 | - | 1,000 | 1,000 |
| Total Financing Uses | \$ 228,232 | \$ 340,001 | \$ 254,434 | \$ 262,675 | \$ 269,695 |

| Staffing Information | Bi-weekly Salary | | Full-time Equivalent | | |
|---------------------------------------|-------------------------|----------------|-----------------------------|----------------|----------------|
| | Minimum | Maximum | FY 2007 | FY 2008 | FY 2009 |
| Appointed - Category 1: | | | | | |
| Deputy Director | \$ 2,775.20 | \$ 4,370.90 | 1.00 | 0.00 | 0.00 |
| Regular: | | | | | |
| Purchasing Agent | \$ 1,704.00 | \$ 2,683.80 | 1.00 | 1.00 | 1.00 |
| Budget Coordinator | \$ 1,704.00 | \$ 2,683.80 | 0.00 | 1.00 | 1.00 |
| Management Analyst | \$ 1,588.00 | \$ 2,501.10 | 1.00 | 1.00 | 1.00 |
| Part-time: | | | | | |
| Purchasing Assistant/Accounting Clerk | \$ 11.80 | \$ 18.59 | 0.50 | 0.50 | 0.50 |
| Total FTEs | | | 3.50 | 3.50 | 3.50 |

Policies & Objectives

Fund 64 - Information Services

- The Information Services (IS) Division is an internal service fund and as such charges fees for each computer, telephone, or connection to the various data systems. The revenue collected from these fees is intended to cover both the full operating and long-term capital costs of the services provided. The objective is to meet the service needs of the city departments at the lowest possible fee.
- The services and equipment covered by the IS and telephone fees are detailed in a statement of service levels that are reviewed annually with the IS Steering committee which is made up of department representatives.
- The IS and telephone charges include a capital component that funds a capital plan based on the replacement values and useful lives of all capital equipment within the fund. The fee is adequate to replace all equipment at the assumed useful life while maintaining a positive fund balance through a ten-year period which is also the longest useful life of any piece of equipment. The IS fund balance fluctuates based on the timing of capital purchases. The assumptions used in the capital plan are adjusted annually and reviewed by the IS Steering Committee.

Five-year Accomplishments

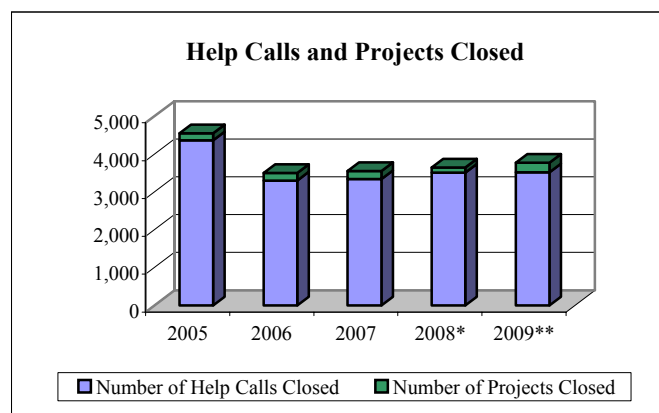
- Installed a Storage Area Network (SAN) to add scalability, maximize disk drive storage, and minimize data loss.
- Installed VMWare (Virtual Machine) to run on three servers reducing the number of physical servers by seven and allowing an increase in the number of servers without increasing hardware.
- Installed a (virtual) Terminal Server that allows the IS staff and authorized users to remotely access the network.
- Upgraded the utility billing software to the Harris "NorthStar" product running on a Windows server using an SQL database enabling online bill pay.
- Brought the web server and services in house.
- Changed the city's internet service provider to Comcast, reducing our monthly cost for internet service while increasing our bandwidth from a 1.4MB T-1 line to 8MB cable.

Performance Measures & Analysis

| Measure (Fiscal Year) | 2005 | 2006 | 2007 | 2008* | 2009** |
|--|-------|-------|-------|-------|--------|
| Workload Indicators | | | | | |
| Supported PC's and Printers | 363 | 373 | 331 | 333 | 340 |
| Number of Telephones | 444 | 477 | 516 | 518 | 532 |
| Number of Financial System Connections | 575 | 684 | 746 | 750 | 750 |
| Number of GroupWise Connections | 467 | 481 | 484 | 486 | 490 |
| Number of Court System Connections | 25 | 25 | 26 | 27 | 30 |
| Number of GIS System Connections | 62 | 83 | 86 | 86 | 90 |
| No. of Document Imaging Connections | 49 | 112 | 114 | 112 | 115 |
| Number of Help Calls Closed | 4,366 | 3,304 | 3,339 | 3,508 | 3,520 |
| Number of Projects Closed | 188 | 200 | 214 | 138 | 250 |

* Estimated based on actual data through April 9, 2008.

** Targets for performance indicators and projections for workload indicators.



Performance Measures & Analysis (cont.)
Fund 64 - Information Services

| Measure (Fiscal Year) | 2005 | 2006 | 2007 | 2008* | 2009** |
|---------------------------------------|--------|--------|--------|--------|--------|
| Efficiency Indicators | | | | | |
| % of Help Calls Closed the Same Day | 78.61% | 81.02% | 83.59% | 85.63% | 85.00% |
| % of Help Calls Open More than 1 Week | 4.58% | 4.27% | 2.88% | 1.78% | 2.00% |

* Estimated based on actual data through April 4, 2008.

** Targets for performance indicators and projections for workload indicators.

Significant Budget Issues

- 1 Staffing Changes** - GIS Tech I/II Position: Employee was promoted from a GIS Tech I to a GIS Tech II.
- 2 Fee Changes** - Fees have increased based on rising personnel and supply costs.

Budget Information

| Department 1724 | 2005 Actual | 2006 Actual | 2007 Actual | 2008 Estimated | 2009 Approved |
|---|---------------------|---------------------|---------------------|---------------------|---------------------|
| Financing Sources: | | | | | |
| 31491 Sale of Maps & Copies | \$ 739 | \$ 1,214 | \$ 709 | \$ - | \$ - |
| 3169 Sundry Revenue | 65,844 | 80,435 | 94,528 | 67,000 | - |
| 318261 IS Charges | 834,480 | 1,008,289 | 1,137,910 | 1,109,431 | 1,132,824 |
| 318262 Telephone Charges | 163,619 | 133,347 | 146,456 | 156,110 | 162,443 |
| 3361 Interest Income | 16,107 | 39,763 | 66,805 | 42,620 | 36,340 |
| 3392 Sale of Fixed Assets | 3,870 | 4,482 | 3,616 | - | - |
| Total Financing Sources | \$ 1,084,659 | \$ 1,267,530 | \$ 1,450,024 | \$ 1,375,161 | \$ 1,331,607 |
| Financing Uses: | | | | | |
| 411111 Regular Pay | \$ 372,776 | \$ 393,096 | \$ 428,868 | \$ 455,357 | \$ 487,789 |
| 411135 On Call Pay | 3,442 | 3,793 | 4,922 | 5,475 | 5,475 |
| 411211 Variable Benefits | 77,856 | 84,573 | 93,216 | 100,327 | 106,225 |
| 411213 Fixed Benefits | 64,401 | 62,598 | 68,958 | 69,800 | 73,640 |
| 411214 Retiree Health Benefit | - | - | 4,768 | 1,976 | 3,360 |
| 41132 Mileage Reimbursement | 1,280 | 1,206 | 1,015 | 1,400 | 1,400 |
| 4121 Books, Sub. & Memberships | 344 | 185 | 490 | 650 | 650 |
| 41231 Travel | 13,417 | 6,572 | 3,921 | 3,360 | 3,360 |
| 41232 Meetings | - | - | 200 | - | - |
| 41235 Training | 708 | 613 | 5,100 | 8,000 | 8,000 |
| 412400 Office Supplies | 1,178 | 584 | 320 | 1,000 | 1,000 |
| 412420 Postage | 161 | 158 | 266 | 100 | 100 |
| 412440 Computer Supplies | 4,348 | 6,186 | 5,523 | 6,894 | 6,894 |
| 412511 Equipment O & M | 6,828 | 5,467 | 9,950 | 23,485 | 24,272 |
| 412611 Telephone | 673 | 1,319 | 1,929 | 1,400 | 1,400 |
| 41312 Data Communications | 23,774 | 15,324 | 16,820 | 23,817 | 23,292 |
| 413130 Software Maintenance | 112,261 | 126,301 | 126,093 | 143,771 | 154,612 |
| 41315 Voice Communications | 28,338 | 28,425 | 27,065 | 29,325 | 29,325 |
| 41379 Professional Services | 1,010 | 2,020 | 1,233 | 8,657 | 8,657 |
| 41401 Administrative Charges | 65,166 | 68,424 | 153,526 | 179,277 | 202,664 |
| 4175 Software Licenses | - | 23,800 | 27,277 | 4,000 | - |
| 4374 Capital Equipment | 70,275 | 74,850 | 157,052 | 1,188,658 | 81,800 |
| 4375 Software Purchases | - | - | 2,936 | - | - |
| Total Financing Uses | 848,236 | 905,494 | 1,141,448 | 2,256,729 | 1,223,915 |
| Excess (Deficiency) of Financing Sources over Financing Uses | 236,423 | 362,036 | 308,576 | (881,568) | 107,692 |
| Accrual Adjustment | (8,652) | (1,372) | 34,251 | - | - |
| Balance - Beginning | 567,290 | 795,061 | 1,155,725 | 1,498,552 | 616,984 |
| Balance - Ending | \$ 795,061 | \$ 1,155,725 | \$ 1,498,552 | \$ 616,984 | \$ 724,676 |

Budget Information (cont.)
Fund 64 - Information Services

| Staffing Information | Bi-weekly Salary | | Full-time Equivalent | | |
|--------------------------------|------------------|-------------|----------------------|---------|---------|
| | Minimum | Maximum | FY 2007 | FY 2008 | FY 2009 |
| Appointed - Category 2: | | | | | |
| Information Services Director | \$ 2,582.40 | \$ 4,067.30 | 1.00 | 1.00 | 1.00 |
| Regular: | | | | | |
| Programmer / Analyst | \$ 1,943.20 | \$ 3,060.50 | 1.00 | 1.00 | 1.00 |
| GIS Administrator | \$ 1,704.00 | \$ 2,683.80 | 1.00 | 1.00 | 1.00 |
| Network Administrator | \$ 1,704.00 | \$ 2,683.80 | 1.00 | 1.00 | 1.00 |
| IS Technician III | \$ 1,418.40 | \$ 2,234.00 | 1.00 | 1.00 | 1.00 |
| IS Technician II | \$ 1,345.60 | \$ 2,119.30 | 1.00 | 1.00 | 1.00 |
| GIS Technician II | \$ 1,345.60 | \$ 2,119.30 | 1.00 | 0.00 | 1.00 |
| GIS Technician I | \$ 1,168.80 | \$ 1,840.90 | 0.00 | 1.00 | 0.00 |
| IS Technician I | \$ 1,168.80 | \$ 1,840.90 | 1.00 | 1.00 | 1.00 |
| Total FTEs | | | 8.00 | 8.00 | 8.00 |

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| Fee Information | 2005 Approved | 2006 Approved | 2007 Approved | 2008 Approved | 2009 Approved |
|---|------------------|------------------|------------------|------------------|------------------|
| 31491 Sale of Maps, Copies & Information | | | | | |
| Custom Staff Work (including information requests, programming, maps, and database searches - charged per hr with a 1 hr minimum - printing or copying is charged separately) | \$80 | \$80 | \$85 | \$88 | \$90 |
| Black and White Copies (per page + postage) | | | | | |
| 8 1/2 x 11 | \$0.14 | \$0.14 | \$0.15 | \$0.16 | \$0.17 |
| 8 1/2 x 14 | \$0.20 | \$0.20 | \$0.21 | \$0.16 | \$0.17 |
| 11 x 17 | \$0.32 | \$0.32 | \$0.33 | \$0.33 | \$0.35 |
| Larger Sizes (per sq. ft.) | N/A | N/A | N/A | \$0.80 | \$0.84 |
| 24 x 36 | \$5.40 | \$5.40 | \$5.65 | Discontinued | Discontinued |
| 36 x 48 | \$8.60 | \$8.60 | \$9.00 | Discontinued | Discontinued |
| Color Copies and Printing (per page + postage) | | | | | |
| 8 1/2 x 11 | \$1.66 | \$1.66 | \$1.66 | \$1.66 | \$1.70 |
| 11 x 17 | \$2.18 | \$2.18 | \$2.18 | \$2.65 | \$2.75 |
| Larger Sizes (per sq. ft.) | N/A | N/A | N/A | \$3.50 | \$3.70 |
| 24 x 36 | \$18 | \$18 | \$18 | Discontinued | Discontinued |
| 36 x 48 | \$23 | \$23 | \$23 | Discontinued | Discontinued |
| Aerial Photography as TIF File (per quarter section + postage) | \$100 | \$100 | \$100 | \$100 | \$105 |
| Contours & Elevations as DWG File (per quarter section + postage) | \$70 | \$70 | \$70 | Discontinued | Discontinued |
| GIS Layers in Elect. Format / Layer | N/A | N/A | N/A | \$12 | \$13 |
| 318261 IS Charges | | | | | |
| Cost per Harris Module Connection per Yr | | | | | |
| Operating | \$226.11 | \$206.77 | \$237.19 | \$260.97 | \$300.86 |
| Capital | \$78.31 | \$61.40 | \$51.65 | \$51.63 | \$54.18 |
| Cost per Court System Connection per Yr | | | | | |
| Operating | \$299.06 | \$353.69 | \$362.66 | \$652.85 | \$557.00 |
| Capital | \$234.75 | \$219.23 | \$176.73 | \$171.10 | \$186.51 |

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Budget Information (cont.)
Fund 64 - Information Services

| Fee Information | 2005 Approved | 2006 Approved | 2007 Approved | 2008 Approved | 2009 Approved |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Cost per GIS System Connection per Yr | | | | | |
| Operating | \$608.48 | \$1,483.57 | \$920.12 | \$1,088.42 | \$1,380.36 |
| Capital | \$332.11 | \$152.98 | \$126.73 | \$127.41 | \$118.52 |
| Cost per GroupWise Connection per Yr | | | | | |
| Operating | \$19.74 | \$24.63 | \$23.57 | \$22.47 | \$20.11 |
| Cost per Document Imaging Connection per Yr | | | | | |
| Operating | \$345.88 | \$188.57 | \$214.36 | \$226.21 | \$238.48 |
| Capital | \$334.01 | \$125.25 | \$106.92 | \$109.48 | \$112.84 |
| Cost per Network Connection per Yr | | | | | |
| Operating | \$1,464.68 | \$1,545.34 | \$1,728.80 | \$1,715.52 | \$1,806.87 |
| Capital | \$179.84 | \$171.15 | \$152.63 | \$163.14 | \$175.81 |
| 318262 Telephone Charges | | | | | |
| Cost per Telephone per Yr | | | | | |
| Operating | \$282.13 | \$212.53 | \$239.30 | \$257.81 | \$264.17 |
| Capital | \$74.60 | \$67.03 | \$53.61 | \$53.79 | \$55.70 |

| Capital Budget - Fund 641 | 2008 Budgeted | 2009 Approved | 2010 Planned | 2011 Planned | 2012 Planned |
|----------------------------------|--------------------------|--------------------------|-------------------------|-------------------------|-------------------------|
|----------------------------------|--------------------------|--------------------------|-------------------------|-------------------------|-------------------------|

64001 - General Equipment - The FY 2008 request includes scheduled replacement of five PC's for the Information Services staff. It also includes \$50,000 in equipment contingency for unscheduled adjustments to the capital plan.

\$ 62,711 \$ 51,600 \$ 52,500 \$ 52,200 \$ 60,700

64002 - Financial Software - The city's financial software is scheduled to be replaced in FY 2009. We have chosen to upgrade our Utility Billing portion of the software with our current vendor at a significantly reduced cost. All options will be thoroughly explored before the scheduled replacement date.

\$ - \$ - \$ 400,000 \$ - \$ -

64003 - Citywide GIS - The GIS server and main plotter are scheduled for replacement in FY 2008, and an update of the aerial photos is scheduled for FY 2012.

\$ 57,000 \$ - \$ - \$ - \$ 32,000

64004 - Document Imaging - The city's document imaging system is scheduled for replacement in FY 2011.

\$ - \$ - \$ - \$ 107,500 \$ -

64005 - IT Projects - Police & Fire - This money was set aside by the police department through equipment management savings and is held in reserve for their computer equipment replacement.

\$ 197,420 \$ - \$ - \$ - \$ -

64012 - Telephone Switch - A five-year maintenance contract on the telephone switch is scheduled for renewal in FY 2008.

\$ 50,000 \$ - \$ - \$ - \$ -

64013 - Development Tracking Software - This is software for the community development department that is funded by an increase in business license fees and building permits. The increased revenue is tracked separately in account 3169 (Sundry Revenue). The software will not be purchased until the revenue collected is adequate to fund the purchase and until the City Council gives final approval.

\$ 412,502 \$ - \$ - \$ - \$ -

64014 - Prosecution/Court Integration - This funds the final phase of a project that integrates the police, court, and prosecution databases in a way that maintains separate systems but prevents triple input and results in significant clerical savings.

\$ 31,155 \$ - \$ - \$ - \$ -

64015 - Accounting Software Server - Replacement of the server that runs the accounting software is scheduled for FY 2008.

\$ 30,000 \$ - \$ - \$ - \$ -

Budget Information (cont.)
Fund 64 - Information Services

| Capital Budget | 2008 Budgeted | 2009 Approved | 2010 Planned | 2011 Planned | 2012 Planned |
|--|--------------------------|--------------------------|-------------------------|-------------------------|-------------------------|
| 64017 - Main Network Server - The main network server is scheduled for replacement in FY 2008 and again in FY 2012. | \$ 13,000 | \$ - | \$ - | \$ - | \$ 13,000 |
| 64018 - Uninterrupted Power Supply - The UPS batteries are scheduled for replacement at City Hall and various remote sites in FY 2010. | \$ - | \$ - | \$ 7,000 | \$ - | \$ - |
| 64019 - Tape Library - The tape library used to back up all systems is scheduled for replacement in FY 2009. | \$ - | \$ 10,000 | \$ - | \$ - | \$ - |
| 64022 - Court Server - The server for the court system is scheduled for replacement in 2011. | \$ - | \$ - | \$ - | \$ 30,000 | \$ - |
| 64023 - Remote Servers - The servers at Parks and Fire are scheduled for replacement in FY 2008. The Public Works server is scheduled for replacement in FY 2009 and the Public Utilities server is scheduled for replacement in FY 2010. | \$ 11,000 | \$ 7,500 | \$ 7,500 | \$ - | \$ - |
| 64024 - City Hall Website Design - This money was set aside to improve the city's website. | \$ 38,981 | \$ - | \$ - | \$ - | \$ - |
| 64025 - Wireless Network Radios - Replacement for the radios that transmit data across the wireless network is scheduled as needed. | \$ 43,200 | \$ - | \$ 5,400 | \$ 13,500 | \$ 43,200 |
| 64026 - Data Switches - Replacement for one of the data switches in City Hall is scheduled for FY 2007 and the other switch in FY 2008. The data switches for the outlying buildings are also scheduled for replacement in FY 2008 through FY 2011. | \$ 81,500 | \$ 2,700 | \$ 1,800 | \$ 5,400 | \$ 50,000 |
| 64028 - GPS Units - Public Works - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Public Works. Future replacements will be the department's responsibility. | \$ 25,000 | \$ - | \$ - | \$ - | \$ - |
| 64029 - GPS Units - Public Utilities - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Public Utilities. Future replacements will be the department's responsibility. | \$ 19,200 | \$ - | \$ - | \$ - | \$ - |
| 64030 - GPS Units - Parks - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Parks. Future replacements will be the department's responsibility. | \$ 4,200 | \$ - | \$ - | \$ - | \$ - |
| 64901 - Harris System - This funds the upgrade of the Harris NorthStar Utility Billing software. | \$ 75,636 | \$ - | \$ - | \$ - | \$ - |
| 64910 - Storage Area Network (SAN) - This funds the purchase of network equipment that will reduce the number of required city servers and allocate storage space more efficiently. | \$ 18,098 | \$ - | \$ - | \$ - | \$ - |
| 64911 - VMWare - This funds the purchase of network software that works in conjunction with the SAN to consolidate the city's servers. | \$ 18,055 | \$ - | \$ - | \$ - | \$ - |
| 64913 - Internet Mapping Service - This software will allow employees and residents to create online, interactive maps. | \$ - | \$ 10,000 | \$ - | \$ - | \$ - |
| Total Capital Budget | \$ 1,188,658 | \$ 81,800 | \$ 474,200 | \$ 208,600 | \$ 198,900 |

